

Structure Fire First Unit Response Louisville Fire Department



KPI Owner: Col. Doug Recktenwald

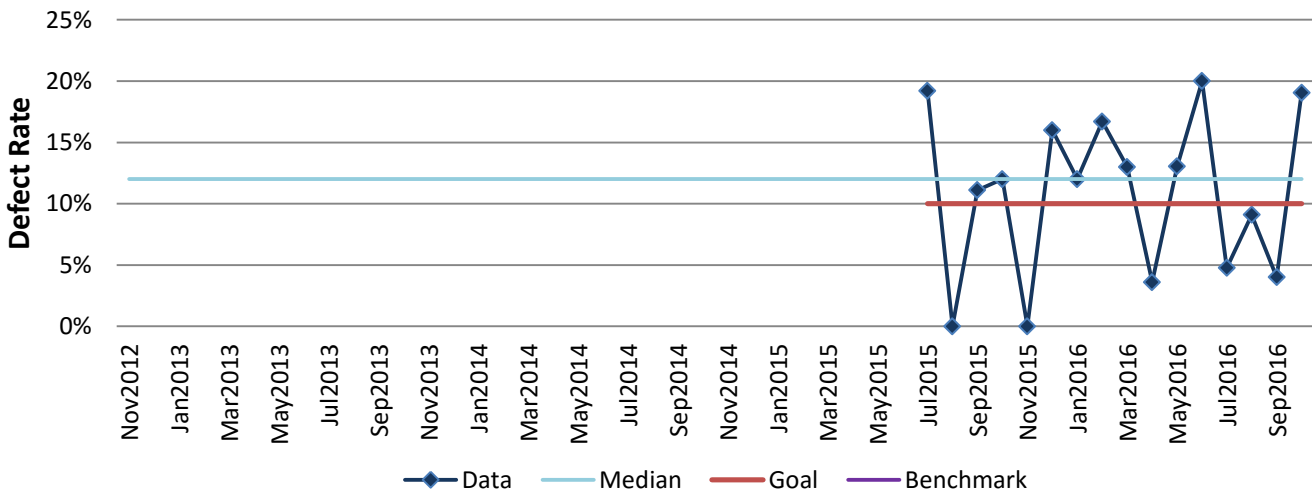
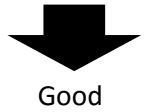
Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: For the first unit responding to meet the benchmark of 5 min 20 sec 90% of the time. Benchmark: 90% of incidents with a first unit response time of less than 5 minutes 20 sec.	Data Source: Firehouse Goal Source: NFPA 1710 Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Defect rate- the # of times the first unit response took more than 5 min 20 sec, divided by the total # of incidents in a given month. Why Measure: To ensure members are efficiently reacting to calls for service, to assess proper deployment of fire companies, and to ensure Next Improvement Step: TBD

How Are We Doing?

Nov2015-Oct2016 12 Month Goal	Nov2015-Oct2016 12 Month Average		Oct2016 Goal	Oct2016 Actual	
10%	10.94%		10%	19.05%	
Defect Rate	Defect Rate		Defect Rate	Defect Rate	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.